



CHALLENGE

Dunn-Edwards was running a stable version of SAP and was looking for higher quality support and better value for their support maintenance spend. They also wanted to reallocate cost savings to more value-add projects within the development organization. To counter companywide budget challenges, Dunn-Edwards looked to their internal IT department to cut expenditures without affecting technology advancements.

Since SAP maintenance was one of the company's largest IT expenditures, Dunn-Edward's CIO began looking for alternative support options. They had been increasingly dissatisfied with the quality and high price of SAP support; annual premiums continued to climb significantly year over year and satisfactory support on ECC6 diminished.

APPROACH

Dunn-Edwards began investigating SAP third-party support options and quickly realized key distinctions between what the vendor support model had to offer in comparison to that of the personalized support offered by Spinnaker Support. After researching alternatives for comprehensive SAP support, Dunn-Edwards selected Spinnaker Support over the alternative third-party support provider. Spinnaker Support's culture, flexibility, size, expertise, and customer references made the decision to select Spinnaker Support and to move away from SAP for a fraction of the cost, a strategic, smart, and easy move.

The company desired a partner with the SAP competency, global infrastructure, proven support methods, and strict business practices to mitigate any potential risks of the desired change — one who would deliver the value they deserved for every dollar spent. Another reason Dunn-Edwards chose Spinnaker Support was the willingness to align support fees with actual licenses used, not based on licensed software that was never implemented. This unique approach allowed for a much larger reduction in annual maintenance fees.

Client Background

Dunn-Edwards has been the leading paint manufacturer in the Southwestern United States since 1925. They provide a complete line of paints and painting supplies to professionals and quality conscious consumers. Dunn-Edwards is the World's first and only LEED Gold-Certified paint factory, their custom designed, green state-of-the-art paint manufacturing plant in Phoenix, AZ is over 336,000 square feet. It encompasses product development, manufacturing, quality-control laboratories, a distribution center, and a retail outlet and office space.

Dunn-Edwards is headquartered in Los Angeles, CA.

INDUSTRY & ACCOUNT DETAIL

- Chemicals — Manufacturing of interior and exterior paints
- NAICS Code: 325510
- Annual Revenue: \$270,000,000
- Employee Count: 1525
- Corporate HQ: Los Angeles, CA
- Website: www.dunnedwards.com/

GLOBAL LOCATIONS & SUPPORTED LANGUAGES

- United States — English

“*Spinnaker Support engineers go above and beyond to resolve our issues in a timely manner. They provide customized support by knowing our SAP environment and I am able to reach an expert directly and quicker than our previous vendor support.*”

— Peter Girgis, VP and CIO



SOLUTION

Dunn-Edwards became a Spinnaker Support customer in the fall of 2015 and have been a highly-satisfied customer since their onboarding. Spinnaker Support provides Dunn-Edwards with SAP support that includes software break-fix, general inquiry support, and technology advisory services. Spinnaker Support is the leading third-party provider of global SAP and Oracle Application Maintenance and Support for over 1000 organizations worldwide. Our comprehensive and unmatched software support model delivers a broad range of value-added services in a highly responsive manner while providing service of the highest quality through an expert global SAP support team.

The following solution was implemented to allow Dunn-Edwards to achieve their desired state:

- Assigned a team of named SAP senior software engineers leveraging proven methods and global infrastructure to deliver exceptional maintenance services for Dunn-Edward's portfolio of products
- Established an agreement with flexible commercial terms which allowed Spinnaker Support to scale maintenance services and fees based upon actual software usage
- Implemented proactive support processes that consist of regular calls with dedicated support team, advisory services from Spinnaker Support's Technology Center of Excellence, and support for Dunn-Edward's integration and customizations

RESULTS

Dunn-Edwards Paints and Spinnaker Support have developed a long-term support partnership, and Spinnaker Support has become a valuable addition to the Dunn-Edwards support team. Dunn-Edwards and Spinnaker Support's support team are on a first name basis, knowing and understanding their SAP environment and surrounding integration points. As part of Dunn-Edward's long-term strategic roadmap, they plan to reinvest the substantial savings afforded by Spinnaker Support towards an ERP upgrade project and migration to SAP Cloud solutions.

Dunn-Edwards has been impressed with Spinnaker Support's Technology Center of Excellence, which is available for support on virtualizations, interoperability, security, and future upgrades or cloud migration plans — all included in our standard support offering. The CIO has plans to utilize its existing relationship with Spinnaker Support and expand services provided to include managed services and possible consulting services.

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ENVIRONMENT

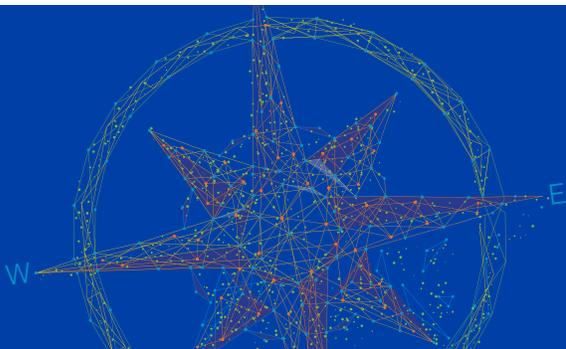
- SAP Applications Version ECC 6, Business
- Business Warehouse 7.0, BusinessObjects 4.1, CRM 7.1, and Solman 7.1
- Modules: Financials, Distribution, Materials Management, Production Planning, Quality Management, and Warehouse Management
- Hardware: VM Servers
- Database: Oracle 11.2 64 Bit
- Operating System: Linux SLES 11
- Integrations: Vistex, Dolphin

SERVICES PROVIDED

- SAP Support

FOR MORE INFORMATION

Our case studies give an inside look at the experiences of other companies that have used Spinnaker Support for their SAP & Oracle software support needs. Visit <https://spinnakersupport.com/client-success-stories/> to read other client case studies.



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